



Surgical Scheduler – Joint Replacement Orthopedic Surgeon

Position Summary

Mountain Valley Orthopedics is seeking an experienced, organized, and patient-focused **Surgical Scheduler** to coordinate all aspects of the surgical scheduling process for a busy Joint Replacement Orthopedic Surgeon. This position serves as the primary liaison between patients, the surgeon, hospitals, surgery centers, insurance carriers, and ancillary providers to ensure a seamless surgical experience from initial scheduling through postoperative follow-up.

The ideal candidate has a thorough understanding of orthopedic surgical procedures, insurance authorization requirements, and perioperative workflows. This individual must be highly organized, able to manage multiple priorities simultaneously, and committed to providing exceptional customer service while maintaining accuracy and efficiency.

Essential Duties and Responsibilities

Surgical Coordination

- Schedule elective orthopedic surgical procedures including but not limited to the following:
 - Total Knee Replacement (TKA)
 - Total Hip Replacement (THA)
 - Revision Joint Replacement Surgery
 - Other orthopedic surgical procedures as assigned
- Coordinate operating room dates with hospitals and ambulatory surgery centers.
- Schedule first assist providers, anesthesia, and specialty equipment as required.
- Ensure all surgery scheduling documentation is accurate and complete.

Patient Coordination

- Educate patients regarding the surgical scheduling process and expectations.
- Coordinate pre-operative appointments, medical clearances, laboratory testing, imaging, EKGs, and specialty consultations.
- Review pre-operative instructions with patients and answer scheduling-related questions.
- Confirm surgery dates, arrival times, and postoperative appointments.
- Maintain ongoing communication with patients throughout the surgical process.

Insurance & Authorizations

- Obtain prior authorizations for surgical procedures, implants, durable medical equipment (DME), and imaging as required.
- Verify insurance eligibility and benefits.
- Submit supporting clinical documentation to insurance carriers.
- Track authorization approvals and resolve denials or requests for additional information.
- Ensure all required authorizations are obtained prior to surgery.

Clinical & Administrative Support

- Utilize the **AthenaOne Electronic Medical Record (EMR)** system to document patient communications, surgical scheduling activities, and updates.
- Coordinate physician surgery block time and maximize operating room utilization.
- Prepare and distribute surgical packets to patients and hospitals.
- Coordinate with clinical staff regarding postoperative equipment, rehabilitation, and follow-up care.
- Maintain accurate surgical logs and scheduling reports.
- Communicate scheduling changes promptly to all affected parties.
- Ensure compliance with HIPAA and all applicable regulatory requirements.

Collaboration

- Serve as the primary point of contact between:

- Surgeon
 - Physician Assistants
 - Medical Assistants
 - Hospitals
 - Surgery Centers
 - Primary Care Providers
 - Specialists
 - Insurance Companies
 - Patients and Families
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Qualifications

Required

- High school diploma or equivalent.
- Previous experience using the Electronic Medical Record (EMR) system.
- Strong knowledge of orthopedic surgical procedures and terminology.
- Experience obtaining insurance prior authorizations.
- Knowledge of Medicare, Medicaid, Workers' Compensation, and commercial insurance requirements.
- Excellent organizational and multitasking skills.
- Strong computer skills including Microsoft Office.
- Exceptional verbal and written communication skills.
- Excellent customer service skills.
- Ability to maintain confidentiality and professionalism.
- **Valid Pennsylvania driver's license with a clean driving record.**
- **Reliable transportation and willingness to travel between Mountain Valley Orthopedics office locations, including Brodheadsville, Tobyhanna, and Milford, as business needs require.**

Preferred

- Certified Medical Administrative Assistant (CMAA) or equivalent certification.
 - Minimum **2 years of orthopedic surgical scheduling experience**, preferably in total joint replacement or orthopedic surgery.
 - Previous experience using the **AthenaOne Electronic Medical Record (EMR)** system.
 - Experience scheduling surgeries within hospital and ambulatory surgery center environments.
 - Knowledge of orthopedic implants, robotics, and joint replacement pathways.
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- Knowledge of surgical scheduling workflows and operating room scheduling.
 - Strong understanding of insurance authorization processes.
 - Ability to prioritize multiple tasks while meeting deadlines.
 - Exceptional attention to detail and accuracy.
 - Excellent interpersonal and communication skills.
 - Strong problem-solving and critical-thinking abilities.
 - Ability to work independently while collaborating effectively with a multidisciplinary team.
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Physical Requirements

- Prolonged periods of sitting and computer work.
 - Frequent telephone communication.
 - Occasional standing, walking, and lifting up to 20 pounds.
 - Ability to move between departments and office locations as needed.
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Working Conditions

- Fast-paced orthopedic specialty practice.

- Frequent interaction with physicians, advanced practice providers, hospital personnel, insurance representatives, and patients.
 - Regular use of computer systems, multi-line telephone systems, and office equipment.
 - Travel to all Mountain Valley Orthopedics office locations—including Brodheadsville, Tobyhanna, and Milford—is a required function of this position. Flexibility to work at any practice location based on business needs and physician schedules is essential.
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Why Join Mountain Valley Orthopedics?

At Mountain Valley Orthopedics, we are committed to delivering exceptional orthopedic care through teamwork, compassion, accountability, and excellence. As a Surgical Scheduler, you will play a critical role in ensuring every joint replacement patient experiences a coordinated, efficient, and positive surgical journey while supporting one of the region's leading orthopedic surgeons.